

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: California

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Survey and Certification Education Program

The State has in effect the following survey and certification periodic educational program for the staff and residents (and their representatives) of nursing facilities in order to present current regulations, procedures, and policies.

Licensing and Certification conducts a vigorous outreach and education program to disseminate information on current regulations, procedures, and policies. The program includes the following formal and informal components:

A. All facility Letters. Changes in federal or State statute, regulation or policy are announced and explained in letters to affected facilities. These letters provide the initial learning opportunity for new requirements or procedures.

B. "Rap Sessions". District Office managers schedule and conduct periodic educational forums with facility staff and representatives. These seminars focus on issues raised by changes in regulations or procedures or on issues raised by industry. These sessions include presentations of regulatory findings, discussion of procedures used in the survey, certification and enforcement processes, and evaluatory feedback on both survey agency and facility performance. The sessions are also used as planning opportunities for proposed changes.

C. Quarterly Consultant Meetings. The various consultant disciplines (Medical, Nursing, Nutrition, Pharmacy, Occupational Therapy and others) provide educational and information programs for facilities on requirements, techniques and current state of the practice.

D. Headquarters/Industry/Advocate Monthly Meetings. Top and middle managers meet with representative groups each quarter to provide information regarding federal and State activities in the regulatory program. These meetings use a formal agenda which comprises items mutually agreed upon as important. The goal of the meetings is achievement of a shared perspective or roles and actions undertaken by the parties.

Continued

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E. Special Purpose Programs. Licensing and Certification organizes specific purpose events as part of its outreach and education program. The latest example was a successful "Best Practices" Conference which presented innovative programs in industry for commendation and potential replication in other locations.

F. Entrance and Exit conferences. The most frequent opportunity for direct learning of policies and procedures takes place in the survey entrance and exit conferences. Survey staff are trained and prepared to discuss regulatory requirements and survey procedures with facility staff and residents. This front-line opportunity continues to have the most direct educational value.

G. Informational Brochures and Fact Sheets. As part of its comprehensive outreach activities, the program employs a permanent intermittent staff member assigned the responsibility to prepare, publish and distribute informational brochures, fact sheets and other documents to meet the needs of residents, industry and the public. Examples of the publications include brochures on resident rights, conduct of the regulatory compliance survey, and how to file a complaint.

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